

The Caribbean Pulse

Quality in Action

*Serving the U.S. Naval Hospital
Roosevelt Roads, Puerto Rico*



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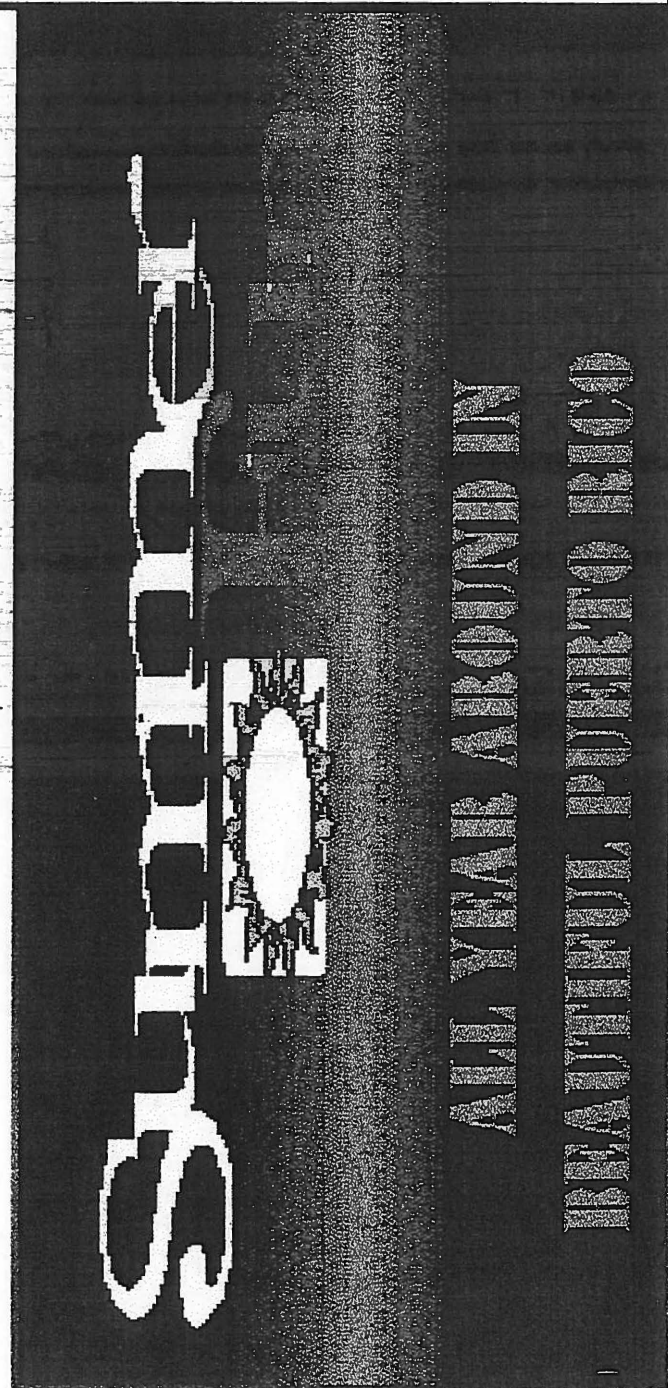
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XO's CORNER

by Captain J. E. Fajardo

In our vision statement we declare that we want to be our patients preferred source of health care.. How far away are we from such a vision? Maybe I can answer with some anecdotes out of many similar ones. A few days ago I was in San Juan at an intersevice meeting when I was approached by a gentleman who congratulated me for belonging to such a wonderful hospital. He told me that a while back, he visited our immunizations clinic to update his shots. He stated that from the minute he entered the hospital he was welcomed with smiling faces every place he went. He was directed where he needed to go before he even asked for directions. His final statement to me was, "I choose to drive all the way to Roosevelt Roads when I require medical care."

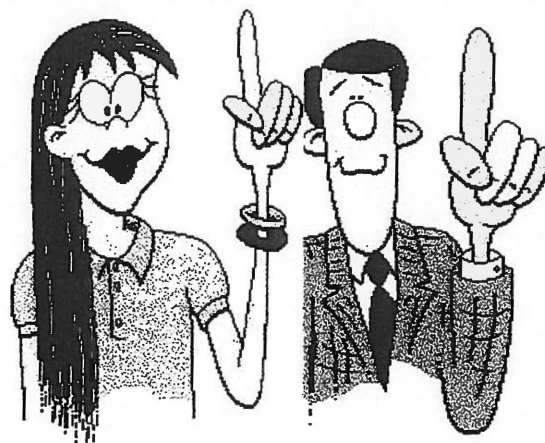
While I was interacting with the medical officers from the foreign Navies who participated in Operation Unitas, I received similar compliments about our willingness to offer and provide help. I constantly hear similar comments when I attend meetings with the representatives of other tenant commands and on my daily rounds visiting our hospitalized patients.

Do these comments mean that we have wonderful personnel in charge of the Immunization Clinic, Fleet Liaison, the Inpatient Services Unit or the clinics?

"It certainly does.... and much more." Those in direct contact with our patients and other customers could not do the outstanding work they do if they were not backed up by a cast of hundreds, that is to say by everyone in the Command.

We certainly project a very positive image to those we serve. To have such a fine reputation should not give us cause to pause and bask on the compliments we receive. Quite the contrary, we must work constantly and diligently to live up to the ever increasing expectations of our patients. To build the impressive reputation we enjoy required a lot of work, and dedicated efforts from everyone. To build it is hard. To loose it, in the other hand, is very easy.

I would like to thank everyone for the pride I feel when I am introduced as the Executive Officer of the Hospital. From the smiles and congratulations they offer me, I receive the confirmation of my deeply held conviction that I belong to a winning team.



"WE ARE NUMBER 1"



COMMAND MASTER CHIEF'S SOAP BOX

"The Right Stuff"

A leader's duty is to give orders and the staff's duty is to comply with those orders. But at times, your staff will fail to carry out your directions as well as you expect - or indeed at all. Do not break out in a cold sweat. There may be good reasons for not following your orders. I can think of five common ones:

First, the staff may not have correctly understood them.

Second, the staff may not have the ability to perform as you have directed.

Third, successful performance of the task may require additional supervision.

Fourth and Fifth, your instructions may be contrary to the staff members self-interest or if you really understood what you had asked, you wouldn't comply with it either.

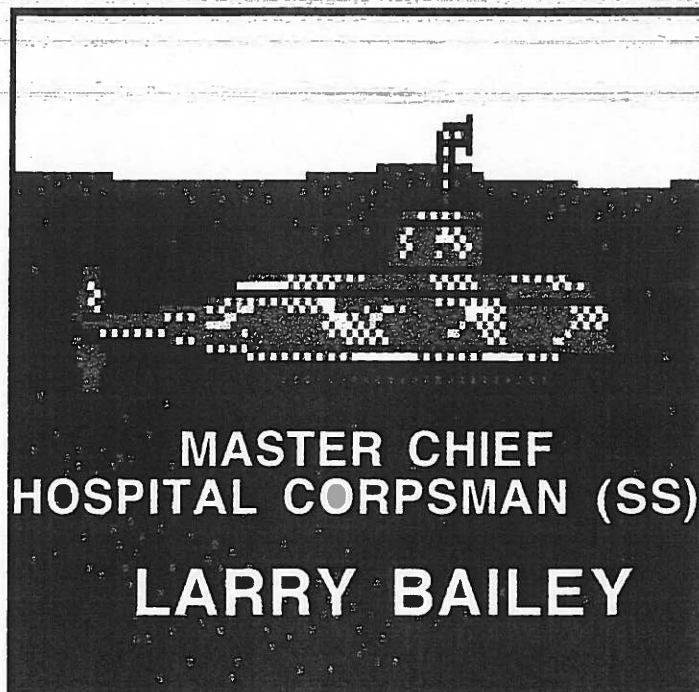
Good leaders do not necessarily become afflicted with compliance compulsion, but for those who do, it can be a consuming disease.

Compliance compulsion is most common in young leaders who are uncertain about how to use their newly acquired power. The plain fact is that subordinates (staff) do not always follow orders. Unless you recognize this, you are destined for difficult times.

A leader who is surprised and outraged when their orders appear to have been ignored many times may simply issue more instructions and so make matters worse. The intensity of such a leader's fury agitates their staff and eventually leader and staff alike act irrationally.

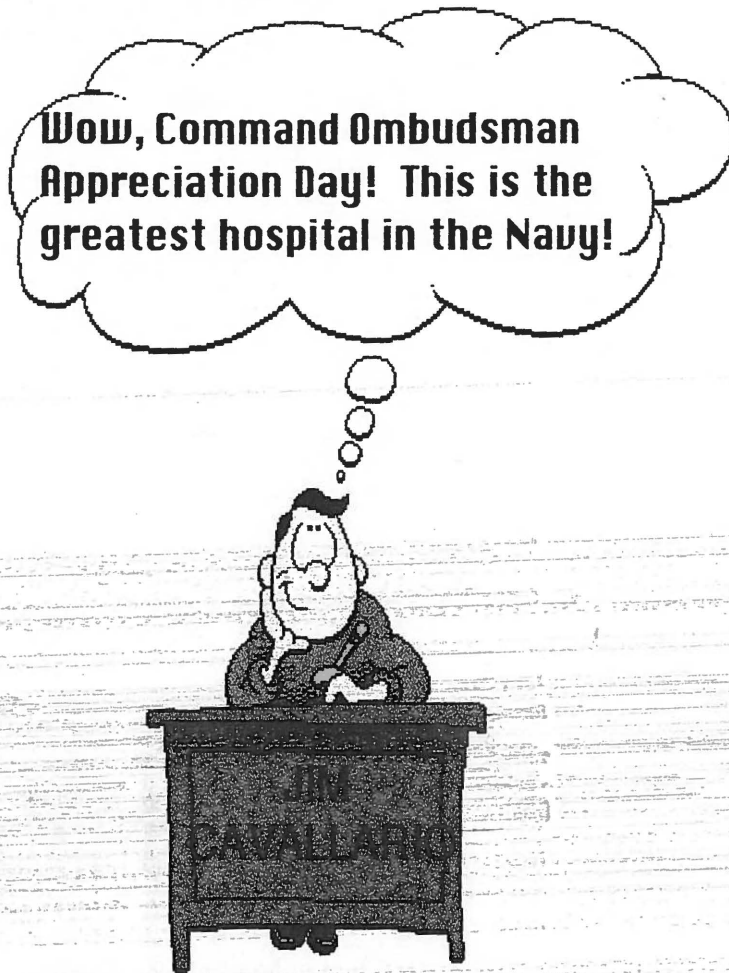
You can avoid a great deal of frustration as a leader if you understand that our staff will not carry out your orders perfectly. Accept tasks as completed when the job is good enough but not perfect.

When a task you have assigned is not completed at all, do not rant and rave. Analyze the situation and take corrective steps to prevent repetition of the failure. You must know when to leave a task unfinished and let your staff walk away from it. Many assignments get started that aren't worth finishing. And above all else, realize that your staff is there to help you as a leader. You are there to get them thinking, feeling and acting in the best ways (manner) that benefits the command. If you can accomplish this, you will have little to worry about when the staff occasionally does not comply with your orders.



MASTER CHIEF
HOSPITAL CORPSMAN (SS)

LARRY BAILEY



SEPTEMBER 11, 1997
COMMAND OMBUDSMAN APPRECIATION DAY
 (Picture-created by DTI Paulette Hardie)

**U. S. NAVAL HOSPITAL, COMMAND
 OMBUDSMAN**
 by Jim Cavallario

I would like to extend a sincere "Welcome Aboard" to all of the new staff members and their families who have joined us here at the U. S. Naval Hospital, Roosevelt Roads.

I am your Command Ombudsman, and was appointed by the Commanding Officer. I am here to serve you and your family members as your liaison when needed. My main purpose is to provide information and make referrals to help family members find answers when seemingly unsolvable problems arise. I am trained to provide assistance in Crisis Intervention and assist with rumor control, please keep in mind that all conversations are strictly confidential.

If you find yourself in need of information or assistance, I would be happy to provide any of our staff and family members with that information or assistance. You can reach me at 865-1561.

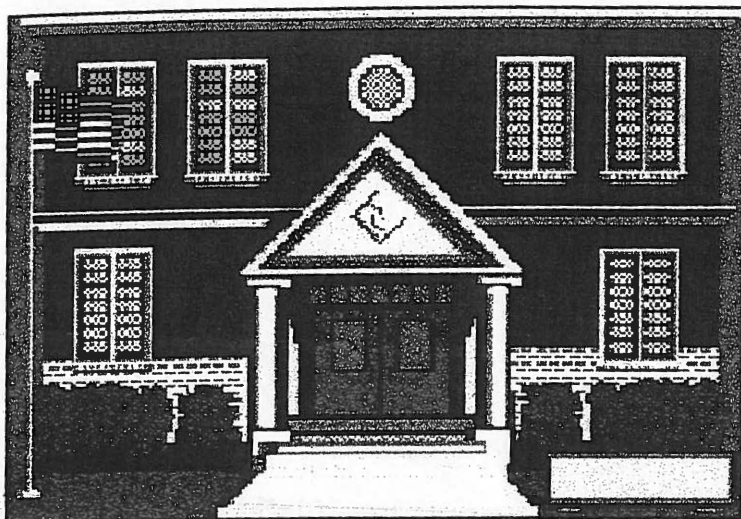


**COMMAND CAREER
 COUNSELORS**
 HMC (SEL) Christine Orlins
 HM2 Donna Brenner

**FUTURE ADVANCEMENT
 OPPORTUNITY**

Ongoing end strength reductions, QDR reductions, changes in the enlisted billet structure, and higher overall retention rates are factors which affect advancement opportunity. The good news is that opportunity for advancement over the next few cycles should improve for most ratings. Although advancement opportunity is extremely important, there are other factors to consider when determining the value of a Navy career. Compared to our sister services, Navy has progressed through the draw down very favorably. Navy provides all E-5's the opportunity for a 20-year career. The Army and the Marine Corps impose a high year tenure at 13 years of service. Although the Air Force allows E-5's to stay for 20 years, USAF average time in service at advancement is greater (25 mos. longer to E-5, 37 mos. longer to E-6). Over a 20-year career, the average Sailor earns \$38,000 more than his/her Air Force counterpart. Improving long term advancement opportunity remains a top priority!

CONGRATULATIONS
 16 SEPTEMBER 1997
 HMC CHRISTINE ORLINS



CHANGES IN HM AND DT SCHOOL LOCATIONS

Hospital Corpsmen (HM) "A" School consolidation in Great Lakes: On 18 JUN 97, Navy convened it's last HM "A" School class in San Diego, CA. This FINAL HM "A" School class in San Diego is scheduled to graduate, on 24 SEP 97 and the Naval School of Health Sciences, San Diego is preparing for a ceremony on that date, which will conclude a 67 year Navy history of training Hospital Corpsmen in San Diego. In its efforts to reduce infrastructure costs and personnel, the Navy has decided to consolidate its HM "A" schools into one location. Therefore, all future classes will be convened in Great Lakes only. Dental Technician (DT) "A" School and DT-8752 (Basic) and DT-8753 (Advanced) Laboratory Technician "C" Schools are moving from Naval School of Dental Assisting and Technology (NSDAT) San Diego to the new, "Joint" DT "A" and "C" School programs at Sheppard AFB in Wichita Falls, TX. The final DT "A" School class in San Diego is scheduled to convene on 29 SEP 97 and will graduate in DEC 97. The first DT "A" School class (for Navy) in Texas will convene on 5 JAN 98. Therefore, there will not be any DT "A" School class convening available from OCT-DEC 97. Upon graduation of the final DT "A" and "C" School classes in San Diego, the Naval School of Dental Assisting and Technology will be decommissioned and its remaining programs (DT-8703/HM-8424 and DT-8732) will be transferred to the Naval School of Health Sciences, San Diego. Under the direction of the Inter service Training Review Organization (ITRO), numerous training programs for the Army, Air Force and Navy are being studied for joint service consolidations, with one service becoming the "host" for the training programs at their respective "Center of Excellence." Future enlisted medical training consolidations will probably be located in one of the following locations: (1) Army hosted: Fort Sam Houston in San Antonio, TX (2) Air Force hosted: Sheppard Air Force Base in Wichita Falls, TX (3) Navy hosted: Naval School of Health Sciences in San Diego, CA.



E-4

KEITH BELSHEIM
KEBIA BELLAMY
KEVIN BRADKE
ADRIAN MIHAILA
RAQUEL BUIE
KENYA BUSH
JACQUELINE COOPER
FRANCES DIAZ
MARNIE FISCUS
BRENDA GONZALEZ
JESSICA HARVEY
SHAWNTELL HENDERSON
JASON HESTAND
LISA HOBBS
DORTHY METZ
ANTHONY MOON
ERIC MOONEY
DANA ROBINSON
FRANK ROBINSON
PATRICE ROBINSON
EDWARD RODRIGUEZ
ANTIONETTE SIMS
CATHY STAIR
ANNA WILSON
AMANDA ZIGMOND

E5

BRIAN COOPER
PATRICK DABUET
BEN HAYS
RENETA JACKSON
SANTIAGO RIVERA
VERONICA SCOTT
STACIE SULLIVAN
RICHARD WRIGHT

E6

MALCOLM GUESS
ANITA MADCHE
BRIAN WICK

MY THOUGHTS

by DT1 Paulette Hardie

We are petty officers in the United States Navy. We own this Navy! We are this Navy! Without us this Navy would cease to function or exist. By training our Sailors, we keep new blood pumping into the Navy's veins.

Today I Will:

Teach one of our Sailors a new Navy skill
Help one of our Sailors professionally

Tomorrow I Will:

Show one of our Sailors the advantages of
remaining a Sailor

This Week I Will:

Commend at least one of our Sailors

This Month I Will:

Give at least ten off duty hours in aiding our
Sailors to prepare for advancement. I will use that
time to recheck my own professional knowledge
and read at least one book on a new Naval subject

This Year I Will:

Do my best to reenlist one of my shipmates

CHAPLAINS CORNER

WE NEVER USED TO DO IT THAT WAY

by LT. McElwain

The war cry of the resistant resounds around the world. Organizations from the local Church, to the School Board, to this Command have heard "we never used to do it that way" as the reason to continue in the same mode of operation. I like tradition and routine but life can contain only a small portion of tradition and routine. To be alive is to change. We live with change everyday. People come and go at the command. Our children grow up and eventually leave home. In my life time I have seen the space program begin and evolve, a communication explosion involving television and satellites, and computers becoming a reality, invading many homes. Telephones were large bulky and had rotary dials, now they fit in your pocket and are cellular. Movies were at the theater or on TV not on tapes that pop into a machine which sits near your TV. Air travel was just getting started and only wealthy people used it, now we routinely fly away. Micro waves were the little swells that came into shore at the beach. Change in last 42 years steam rolled us. Still we cling to what we consider normal. Our sacred spaces-home, work, church-are expected to be static. Threaten them and suffer the wrath of the indignant. Life changes regardless of our desires. These changes cause pain. That pain is felt on a personal level and a corporate level. The Navy has downsized, the process caused pain, we still feel it. In the next few months we will begin the process of renovating our facility. It will be a painful process. Anyone who has experienced life in the shipyard knows what it will be like. Chaos, departments moving and moving again, loss of "my space" will become the norm for our lives. The pay off to our turmoil will be a better facility, better working conditions, and if we manage the changes, a more cohesive crew. We will define ourselves during the process. Change can be resisted or embraced. Our attitude will determine whether we grow from the experience or simply atrophy. We can become stronger and better, ready to serve if we accept the situation and work within it. I have always liked challenge, let's take this one on together and see if we can't change ourselves as we change our building.





"CONGRATULATIONS"

To the following staff member's on the birth of their baby and welcome to the U.S. Naval Hospital family!!

Alexander Gabriel Hack: Born 05 May 1997
to Susan and Terry Hack

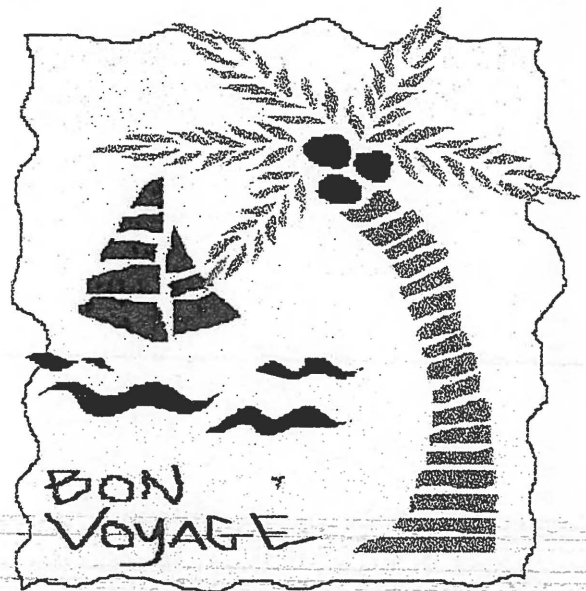
Kelsey Eileen Cumiskey: Born 08 May 1997
to Kara and Andrew Cumiskey

Helen Anne McCafferty: Born 02 June 1997
to Patricia McCafferty

Pablo Juan Cabrera: Born 25 June 1997
to Maria and Rafael Cabrera

Samantha Kathleen Wright: Born 25 June 1997
to Naome and Richard Wright

Brody Louis Shiplett: Born 10 August 1997
to Deanna and Gerald Shiplett



For our departing staff member's and their families, we would like to wish you luck and

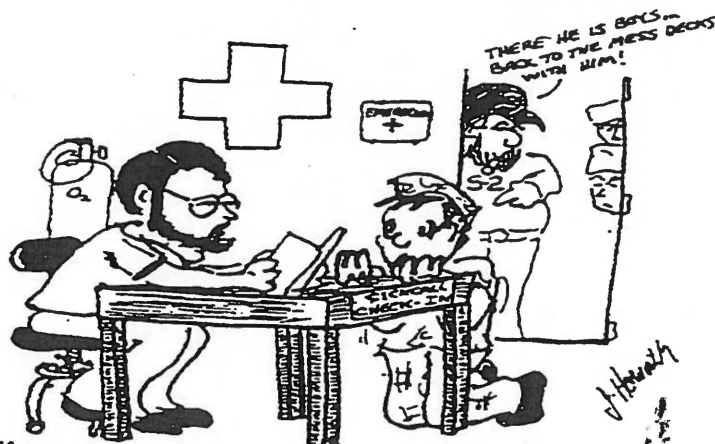
FAIR WINDS AND FOLLOWING SEAS

JUNE 1997

HM1 JOHN BACON
EM1 WILLIE BOOTH
HN NAKITA BRADFORD
HM3 KEVIN BRADKE
HM2 SCOTT COLVIN
HN ANTHONY GARCIA
HM3 JEFFREY KIRK
HM2 GINGER LINSCHIED
HM3 SUNEER MARSHALL
LCDR PAULA MCCLURE
HM2 RALPH PARKER
LT MARCIA RIPLEY
CDR ANDREA ROSEMOND
HM2 HECTOR SOTO

JULY 1997

HM3 CHRISTINA AVANEAS
HM2 SHANNON BLACKWELL
LT PATRICK CLYDE
HM3 PATRICIA COOK
HM3 WILLIAM FAGG
CDR BARRY HANEY
HN SUSAN NALLS
HM2 HELVIS ORTIZ
LT RICHARD RIGGINS
LT CHRISTOPHER SCHMIDT
DT2 LISA SCOTT
HM1 CATHERINE SMITH
HM3 DOUGLAS WARD

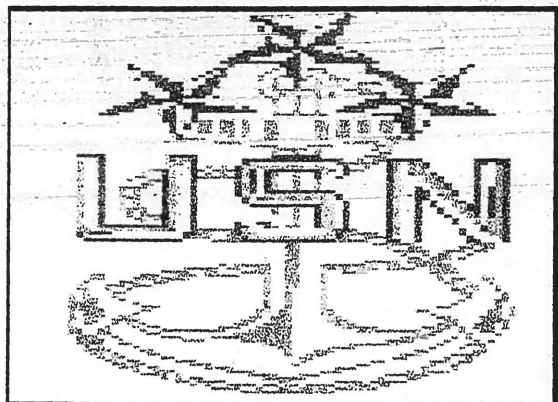


"NO...I'M SORRY. THERE IS NO PILL TO CURE
SEA DUTY."

AUGUST 1997
 HN DEAN ALEXIS
 HN KENYA BUSH
 HMC BEVERLY DAVIS
 LTJG ERIK JENSEN
 LCDR WESLEY MARQUAND
 LT DEBRA MYERS
 LCDR EDGARDO PEREZ-LUGO
 HM2 LAURA TATE

SEPTEMBER 1997
 HM1 TERRANCE ANDERSON
 HM3 PETER BRANDI
 CDR HARPREET BRAR
 HM3 LEANNA DAVIS
 HN STEPHANIE DRAPER
 LCDR ROBERT ELLIS
 RP2 THERESA FLEMING
 HM3 LISA HOBBS
 HM3 JORDAN LAWRY
 HM3 KENNETH NAIL
 HM2 JOHN QUINN
 HM2 LISA QUINN
 HM2 SANTIAGO RIVERA
 HM2 DAVID SCOTT
 HM2 VERONICA SCOTT
 HM2 GERAL SHIPLETT
 LT DAWN SULLIVAN
 HM1 ANTHONY WINDOM

OCTOBER 1997
 LCDR TERRANCE HACK
 LT KATHY KYSER
 HM1 SANTOS MARTINEZ
 HM1 MICHAEL ODOM



**Master Chief Machinist's Mate
 (SS/SW/AW)**

JAMES L. HERDT

**Named New Master Chief Petty Officer
 of the Navy (MCPON)**

On August 29, 1997 Chief of Naval Operations Admiral Jay Johnson picked Master Chief Herdt to succeed the current MCPON, John Hagan sometime early next year. The date has not been determined yet.



JUNE 1997
 HM2 JACOB BROWN
 LTJG THOMAS DUNMORE
 HM3 BRIAN HUGEBACK
 HM2 PAMELA MALONEY
 LTJG EDWARD POINDEXTER

JULY 1997
 HN REBECCA BAUER
 HN LISA BERGESON
 LT RÖY BERGSTROM
 HN CRAWFORD COOPER
 HM1 RITA FULLER
 ENS ELIZBETH GREENWAY
 LT BARTH MERRILL
 CDR ROBERT OFFFRINGA
 LCDR DERA WILBERT

AUGUST 1997
 HM1 JOSE ALVAREZ
 LCDR BRUCE BENNETT
 LT MICHAEL BURLESON
 HM2 MONICA CLARKE
 ENS WILLIAM DUKES
 LCDR EDDIE GARCIA
 ENS NOEL LYNN
 HM2 FREDERICK MATHEU
 HM2 AMMIE NORRIS
 HA PAMELA PENN
 HA GAY PERALTO
 LT ORLANDO PEREZ
 HM2 JACQUELINE RECK
 LCDR ANTHONY ROWEDDER
 LT MARK WATSON
 LT TERESA WATSON
 HM2 TRACY WILLIAMS

SEPTEMBER 1997
 LT MARY DAVID
 HM2 ALFREDO DELVALLE
 HN JESSICA HAGY
 HR ERICA RODRIGUEZ
 HN MARY VERDUGO
 HR LISA WHITNEY
 HM1 FLORENTINO FARMERIO



HM1 MARGARETA HEWITT

Petty Officer Hewitt had to leave us due to a medical problem, which required her to be transferred to Portsmouth Va. She was a good friend to a lot of us and a very professional First Class Petty Officer whose leadership will be missed.

The staff sends her best wishes for a fast recovery and a fruitful life!



MS. HARRIET CAINES

Ms. Harriet J. Caines, was born in Kingsville, Texas, although she tried to convince everyone that she is from Loiza, Puerto Rico.

She started working at this command in August '87 as a Clerk-typist, for the Performance Improvement Department. In September '90, she was promoted to the DFA's secretary.

In May '93, she was appointed Command Civilian Training Coordinator, as a collateral duty, and was very successful in managing the program. She infused new life to this program and tripled attendance by bringing in numerous speakers from local communities, and procured a new Dental Plan for the hospital civilian staff.

Her outstanding work and dedication made her well deserving of the "Civilian of the Quarter" recognition in 1993. In May '95, she was promoted once again, this time as the Facility Training Coordinator, in the Information Resources Management Department.

Ms. Caines became one of the first members, selected by Captain Lorenzen in 1995, for the Civilian Advisory Board. In August of this year, after ten years of "Outstanding" service to the U.S. Naval Hospital, Roosevelt Roads, she had to retire due to medical reasons. Although Harriet is now in California enjoying her family, the hospital staff would like to wish her good health and happiness, we miss her outgoing personality and unconditional friendship.

MEDICAL/DENTAL NAVAL RESERVE UNIT

by LCDR E. Vasquez, MSC, USNR

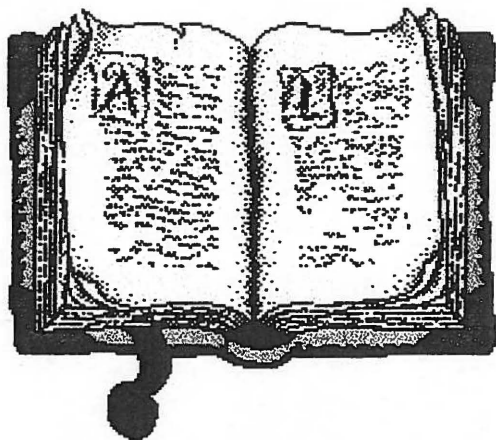
The Medical/Dental Unit, Naval Reserve Center, Roosevelt Roads, is joining the hospitals Health Promotion Program during our weekend drills. We will continue to provide support to the hospital through the Reserve Medical Specialty clinics where we assist the hospital staff physicians with their consultations. The Navy Surgeon General praised the initiative of the U.S. Naval Hospital and the Medical/Dental Reserve Unit during the November 1996 Association of Military Surgeons of the United States (AMSUS) and encouraged other medical units to follow our example. Bravo Zulu to Captain Fajardo and Captain Medina-Ruiz for coordinating the hospital and reserve assets to make this happen.

Participating Reservists are:

HM3 Angela Vera-Jackson HM3 Yolanda Monet
HM3 Angel Gonzalez-Cardin HM2 Angel Vega
HM3 Megdalia Toro-Ayala HM3 Jose Irizarry
HM2 Cristobal Zamora
HM2 Ernesto Roasario-Cartegena

Captain Arturo Medina-Ruiz
Commander Ignacio Mendiguren
Commander Marisol Martinez

Cardiologist/Internal Medicine
Pulmonologist/Critical Care Specialist
Infectious Diseases/Internal Medicine



TEN COMMANDMENTS OF HUMAN BEHAVIOR

1. SPEAK TO PEOPLE: NOTHING IS SO NICE AS A CHEERFUL WORD OF GREETING.
2. SMILE AT PEOPLE: IT TAKES 72 MUSCLES TO FROWN, ONLY 14 TO SMILE.
3. CALL PEOPLE BY THEIR NAME: THE SWEETEST MUSIC TO ONE'S EARS IS THE SOUND OF THEIR NAME.
4. BE FRIENDLY AND HELPFUL: IF YOU WOULD HAVE FRIENDS, BE A FRIEND.
5. BE CORDIAL: SPEAK AND ACT AS IF EVERYTHING YOU DO IS A GENUINE PLEASURE.
6. BE GENUINELY INTERESTED IN PEOPLE: YOU CAN LIKE ALMOST EVERYBODY IF YOU TRY.
7. BE GENEROUS WITH PRAISE; USE CRITICISM WITH CAUTION.
8. BE CONSIDERATE OF OTHERS FEELINGS: THERE ARE USUALLY THREE SIDES TO A CONTROVERSY- YOURS, THEIRS AND THE RIGHT SIDE.
9. BE ALERT TO GIVE SERVICE: WHAT COUNTS MOST IN LIFE IS WHAT WE DO FOR OTHERS.
10. ADD TO THIS: A GOOD SENSE OF HUMOR, A BIG DOSE OF PATIENCE AND A DASH OF HUMILITY, AND YOU WILL BE REWARDED MANY-FOLD.



POW/MIA WALL DEDICATED

On 19 June the U. S. Naval Hospital staff dedicated a wall in remembrance of 12 Hospital Corpsmen who are listed as Prisoner's of War or Missing in Action almost twenty-five years ago when the Vietnam War ended. Our wall contains pictures and the history of these Hospital Corpsmen along with the POW Flag to remember the other 2,186 Americans still missing from the Vietnam War.

HM1 Anita Madche attended the ceremony (picture above) taking time to stop and read about our fellow shipmates that we have dedicated this wall too.

We have not forgotten the 8,100 names of servicemen and women still missing from the Korean War or the countless others from other wars gone by. They too are very much a part of our memories and will not be forgotten.

THE TWELVE HOSPITAL CORPSMAN

HM3 Manual R. Denton	October 8, 1963
HM3 Peter R. Bossman	September 15, 1966
HM1 Thomas A. Parker	April 5, 1967
HM3 Malcolm T. Miller	May 10, 1967
HM3 John H. Garner	May 29, 1967
HM3 Michael B. Judd	June 30, 1967
HN James P. McGrath	August 3, 1967
HMCS Michael L. LaPorte	September 3, 1967
HM2 Donald C. Dean	October 2, 1969
HM3 Roy G. Fowler	October 2, 1969
HM1 Bernard Gause Jr.	May 15, 1975
HN Robald J. Manning	May 15, 1975

"YOU ARE NOT FORGOTTEN"

**CONGRATULATIONS
U.S. NAVAL HOSPITAL, ROOSEVELT ROADS
SENIOR SAILORS OF THE QUARTER**

FIRST QUARTER 1997



HM1 MICHAEL COX

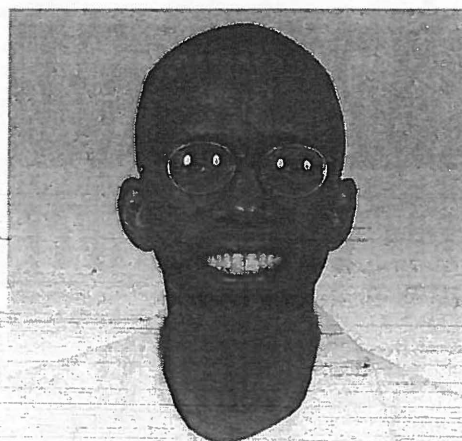
Petty Officer Cox went to boot camp and went straight to Hospital Corps School in Great Lakes. His duty stations include:

Naval Hospital, Oakland CA.
Preventive Medicine Tech "C" School
Naval Hospital, Pearl Harbor, HI
1st Marine Division, Camp Pendelton, CA
3rd Reconnaissance Battalion, Okinawa, Japan
Nation Medical Center, Bethesda

Petty Officer Cox reported aboard October 1995 and hopes to have orders to Jacksonville, FL when he transfers in October 1998.

His goals are to be selected for Chief, earn his LPN license to prepare for a second career as a Physician's Assistant.

SECOND QUARTER 1997



HM1 ALONZO CRUDER

Petty Officer Cruder went to boot camp in August 1980 and went to Hospital Corps School in Great Lakes.

He is from Chicago Illinois and his duty stations include:

Naval Hospital, Portsmouth VA
USS Seattle (AOE-3)
Naval Hospital, Keflavik, Iceland
Bureau of Naval Personnel

Petty Officer Cruder is assigned as the Leading Petty Officer for the Patient Administration Department.

His hobbies are reading and all types of sports.

**CONGRATULATIONS
U.S. NAVAL HOSPITAL, ROOSEVELT ROADS
JUNIOR SAILORS OF THE QUARTER**

FIRST QUARTER 1997



GERBICH



HM3 LEEYANNA GERBICH

HM3 Gerbich is from New Zealand where her family still lives and she joined the Navy in 1994 after spending three years traveling Europe and sailing the Caribbean.

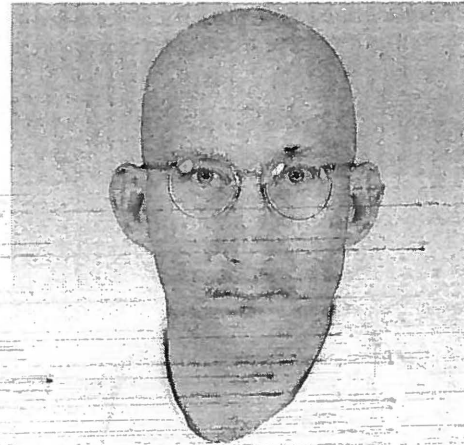
Her last duty station was Naval Hospital, Charleston where she worked in the Intensive Care Unit and she was selected Junior Sailor of the Year for 1995.

Her immediate goals are to obtain her citizenship and be advanced.

Petty Officer Gerbich has orders to the Naval Medical Center in Bethesda and will be transferring in April 1998.

Petty Officer Gerbich is assigned to the Emergency Medical Department.

SECOND QUARTER 1997



PETTY



HM2 GEORGE PETTY

HM2 Petty went to boot camp in 1991. After attending "A" school in 1992 his first duty station was with the Bureau of Personnel, HM/DT rating assignment office. Upon transferring he went to Advanced X-ray school and reported to us in January of 1994.

Petty Officer Petty lives aboard his sailboat which he bought so he could enjoy his favorite hobbies.

He is a dive instructor, enjoy's sailing, surfing and traveling around the Caribbean.

Petty Officer Petty is assigned to the Radiology Department.

**CONGRATULATIONS
U.S. NAVAL HOSPITAL, ROOSEVELT ROADS
BLUE JACKET SAILORS OF THE QUARTER**

FIRST QUARTER 1997



HN FRANCES DIAZ

HN Diaz is a native of Puerto Rico, She enlisted in the Navy in 1994. She has been stationed in Pensacola, and will be transferring for a second tour there in December 1997.

Her goal is be accepted to Medical School. She has recently completed her A.A. in general studies and is currently working on her B.S. in Physiology.

She is a certified aerobics instructor and has too many hobbies to list here!

HN Diaz has been advanced to Petty Officer Third class.

Petty Officer Diaz is assigned to the Wellness Center.

SECOND QUARTER 1997



HA SHERONDA MAJOR

HA Major is a native of Pensacola, Florida and joined the Navy in May 1997. She reported to Puerto Rico directly from graduating Hospital Corps School December 1997.

She is presently pursuing an Associate degree at Central Texas College. Her goal is to apply for Physical Therapy "C" School.

She is a member of the Command Color Guard and Multicultural Committee.

Hospital Corpsman Apprentice is assigned to the Outpatient Records Department.

PATIENT ADMINISTRATION UPDATE

by HMC Beverly Davis

Fleet Liaison. The 38th annual UNITAS deployment has moved on from Roosevelt Roads but we would like to take this opportunity to thank all of the clinic staff, providers and administrative support personnel who ensured maximum operational support was provided to the 24 ships in port during this evolution. Great teamwork by all involved.

Outpatient Records. We are currently in the process of implementing an updated database to track basewide medical readiness and health record verification. This new database will improve access and increase the accuracy of information available on individual command readiness. Any staff member holding their Outpatient Record must turn it in to Outpatient Records immediately to ensure proper maintenance and up-to-date documentation.

Non-Naval Healthcare Claims. Naval Hospital Roosevelt Roads serves as the Office of Medical Affairs and processes all non-naval healthcare claims for active duty personnel receiving emergency treatment at civilian facilities in the Caribbean and currently South America. The key word for processing non-naval healthcare claims is "emergency." Here are a few other things you should know about non-naval healthcare claims:

-Active duty personnel are not covered under CHAMPUS.

-Active duty personnel obtaining routine or non-emergent care through a civilian source must have received a referral by a military treatment facility or receive prior approval through the Office of Medical Affairs (OMA) before receiving treatment in order for the bill to be processed.

-Active duty members must provide all necessary documentation to OMA to ensure payment can be made. Be sure to obtain an itemized bill for care received.

-When emergency treatment requires hospitalization, notify OMA immediately by contacting Patient Administration at 865-5922. When stateside, call Great Lakes OMA at 1-800-876-1131. You will be advised of what actions to take upon discharge.

Personnel Changes. HMC McDaniel has taken over the position of Assistant Head, Patient Administration and is looking forward to providing you with continued customer support and service over the next year and half. His office is located directly adjacent to Outpatient Records and his phone extension is 5988. We also have a new and enthusiastic supervisor in our Transcription Department. Ms. Julissa Rivera was hired in early July and is already well on her way to making significant improvements in customer service and support for this division. If you have any comments, questions or concerns, feel free to contact Ms. Rivera at ext. 5732.

Achievements. We would like to congratulate HM3 Jenkins on his recent selection for Histopathology Technician "C" School. This is a very competitive school and he is well deserving of the opportunity. Our congratulations also go out to all the selectees from the March exam cycle, but particularly to our own HM2 Sullivan, HM2 Rivera, HM3 Zigmund and HM3 Wilson. Good luck to all of you who will be participating in the September cycle. And finally, congratulations to HM3 Brandi and HM2 Rivera. They will both be reenlisting and transferring within the next three and four months.



HOSPITAL CORPS BIRTHDAY BALL CELEBRATION

by HMC(SW) Beverly Davis

June 21st was a night of entertainment, ceremony and festivities for those who attended this year's 99th Hospital Corps Birthday Ball celebration.

The evening started with cocktails and a social hour, followed by the arrival of the official party, presentation of colors by the Naval Hospital Color Guard and singing of the national anthem by HM1 Margarita Klinge. A brief pre-dinner ceremony took place with Master Chief Larry Bailey reading "Old Glory" which was followed by the traditional cake cutting ceremony. Master Chief Bailey, the oldest Hospital Corpsman present was assisted by HA Sheronda Major, the youngest Corpsman present. Following dinner, the Commanding Officer offered some opening remarks and a hearty "Happy Birthday" to the Hospital Corps and then turned the floor over to this year's guest speaker, HMCM(SW/FMF) Catcott. Master Chief Catcott is currently serving as the Division Officer for Hospital Corpsman/Dental Technician readiness and placement at the Enlisted Personnel Management Center, New Orleans, Louisiana. Master Chief recounted some of the history of the Hospital Corps and proceeded to provide statistics on how they were operating today. The highlight of his speech shared the main qualities expected and characteristic of today's Hospital Corpsman. These characteristics included loyalty, faith, obedience, courage, honor, spirit, truthfulness, initiative, energetic and finally, cheerfulness. Master Chief stated, "Many a patient leaves sickbay feeling better due to the Corpsmans cheerfulness rather than the medication prescribed." An important trait and result for all Corpsman to keep in mind. Master Chief concluded his speech by saying, "Very few Navy ratings can look upon their histories with the same degree of pride as can members of the Navy Hospital Corps. In the 99 years of service we provided, our tools and techniques have evolved but our qualities and commitment as Corpsmen have remained consistent."

The ceremony was concluded with a tribute to our missing comrades conducted by HMC Constantine and the reading of the Hospital Corps Pledge lead by HM3 Christina Ellis.

HM3 Jimmy Meeks provided his usual top-notch entertainment and kept everyone on the floor dancing despite warm temperatures caused by a faulty air conditioner. HM3 Meeks was one of this year's 14 Committee members who made the evening's festivities possible. The other members were Co-Chairs, HMC Horn-Cruder and HMC Davis, HM1 Cruder, HM1 Madche, HM1 Cullen, HM1 Hewitt, HM2 Tate, RP2 Fleming, HM2 Sullivan, HM2 Ortiz, HM3 Richard and Naome Wright and HM3 Ellis.

Door prizes always highlight the evening, but even more so this year when HM2 John Quinn walked away with not the most expensive, but certainly the most prized gift of the evening, a wood engraved plaque displaying the Hospital Corps Pledge. Other big winners included, LT Wilson-Jackson, HA Major, HM3 Scott, HM2 Sullivan, the Command Master Chief and many more. If you didn't get the chance to attend this year's ball, make sure to keep next year's calendar open for the CENTENNIAL Birthday Celebration which is already under planning and expected to be quite the event. Rumor has it that next year's ball will be held at one of the local resorts and next year's Co-Chairs, HM2 Sullivan and HM3 Ellis plan on pulling out all the stops. So get involved and see how you can become a part of a celebration that will be linked to major celebrations at every command around the world.

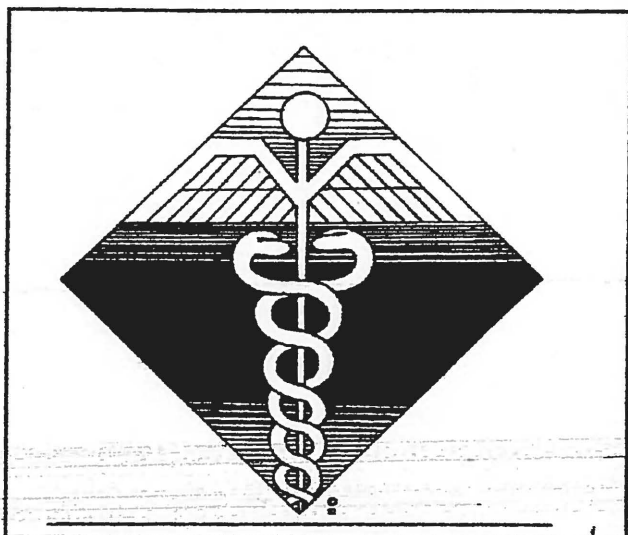
On a final note, Chief Horn-Cruder and I will be thinking about you all as we celebrate the Centennial Birthday at our new commands. Having worked on this year's ball together with the help of 12 dedicated individuals, we would like to thank everyone who came out to support the Hospital Corps Community. We would also like to wish HM2 Sullivan and HM3 Ellis, along with all of you who will go to work planning next year's activities, the best of luck and success possible.

HM3 Ellis, if HM2 Sullivan tries to sign you up to teach Sunday School with her, tell her to call HMC Horn-Cruder.

Diane, thank-you for being such a supportive friend and colleague. It has been my pleasure working with you and I will see you in Bethesda.

HOSPITAL CORPS HISTORY

by HMC(SW) Beverly Davis



June 17th was a day celebrated by Hospital Corpsman around the world. On that same date in 1898 Congress signed an Act providing for "Hospital Steward, Hospital Apprentice First Class and Hospital Apprentice." Thereafter, the Secretary of the Navy appointed the Navy's 25 charter members of the Hospital Corps. Since 1898 and for 99 years since, Hospital Corpsman have served gallantly during two World Wars, the Korean and Vietnam Conflict, Operation Desert Storm/Desert Shield and numerous other military operations around the world.

During World War I, there were fifteen corpsmen killed in action, two others died of their wounds and 146 were wounded or gassed. Hospital Corpsman earned 460 major awards and citations during that period, of which, two were Medals of Honor.

Seven of the fifteen enlisted men who earned the Medals of Honor during World War II were Hospital Corpsmen. Pharmacist's Mate John Bradley, one of the men who raised the American flag over Mount Suribachi, Iwo Jima on February 22, 1945, is memorialized in bronze by the U. S. Marine Corps monument in Rosslyn, VA.

Women entered the Hospital Corps rating during World War II. The first class of 230 "WAVES" were commissioned January 12, 1944 in Bethesda, MD. Today there are 4,372 women serving in the Hospital Corps rating, 330 of which are serving on sea duty.

During the Korean Conflict, corpsmen aboard ships handled 20,000 battle casualties, 30,000 non-battle casualties and 80,000 outpatients. Five of the seven Medals of Honor awarded to Navy men during this conflict went to Hospital Corpsmen. During the Vietnam Conflict, 620 Hospital Corpsmen were killed or mortally wounded. Another 3,353 corpsmen were wounded in action. Corpsmen earned three Medals of Honor, 29 Navy Crosses, 127 Silver Stars, two Legions of Merit, 290 Bronze Stars and 4,563 Purple Hearts. A fact known by few corpsmen here at Roosevelt Roads is that Captain Lorenzen was one of the 290 Hospital Corpsmen who received a Bronze Star for his heroic actions while serving as a flight corpsman in Vietnam. He received this prestigious award at the age of 21 and at the rank of Hospital Corpsman Second Class.

The terrorist explosion at the U. S. Marine Barracks in Beirut, Lebanon, in October 1983 killed fourteen Hospital Corpsmen, but when U. S. troops and marines landed in Grenada, Hospital Corpsmen were right there beside them when they went ashore.

Nearly 5,000 Hospital Corpsmen deployed in support of Operation Desert Storm/Desert Shield. The first Purple Heart awarded during that operation went to Hospitalman Clarence D. Conner, attached to the 1st Marine Division.

Today, there are 19,974 Hospital Corpsmen who continue to serve the nation in peacetime around the world. They are forever "standing by to assist" with physical examinations, patient care and administrative services within U. S. Marine Corps and Navy medical departments ashore and afloat.





Adopt-A-Grade-Take Off!!!!

This years Adopt-A-Grade program has taken-off and is already in full swing. Naval Hospital Roosevelt Roads has over 20 energized volunteers ready to support our eight adopted kindergarten classes.

LT Lord is the representative for the Hospital, working with Ms. C. Lopez, a teacher for kindergarten-sixth grade classes. Together, they have planned a year of fun and learning. This years activities include a casting clinic, hospital tour, sun safety class and bowling.

The above staff members visited our kindergarten students and teachers during the Teddy Bear Clinic. The group taught the students how to clean and bandage an ouchie as well as listen to their own heart with a stethoscope. Before the staff left, the adopted students advanced to expert doctors, nurses and technicians and were able to give a shot and assess a sore teddy bear throat.

The official Adopt-A-Grade Ceremony was held September 11th, and the next event for our students will be the casting clinic. Our Orthopedic Department staff members plan on having the adopted students certified as specialist's in the field of orthopedics.

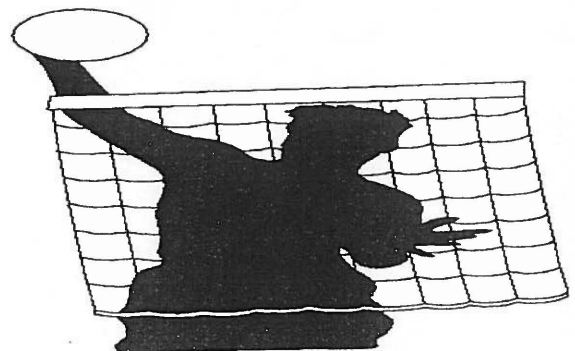


"FIRST PLACE AGAIN"

For the second consecutive year our Women's Volleyball Team took first place. During a special ceremony the coach, DT2 Moya and the team members presented the trophy to Captain Lorenzen, it now sits in our trophy case on the quarterdeck.

The Team Members:

HN Robin Hamilton
HN Roschell Thomas
HN Kristy Wade
HN Parthenia Howard
HM3 Frances Diaz
HM3 Antionnette Sims
HM3 Phuong Huynh
HM3 Donna Tenney
LT Dawn Sullivan



(HM3 Diaz, HM3 Sims, Amanda Hanley and Sheila Mojica are not in picture)

TOP CIVILIAN'S SELECTED

FIRST QUARTER 1997



MARIA HASSAN

Maria Hassan came to work for the U. S. Naval Hospital in August of 1995 as the Secretary to the Director for Administration.

She is a member of the Civilian Awards Program Committee. Her pride and joy is her 4 year old daughter, Jeisha and her husband, Cesar Colon. You may recognize him when you visit the Chief of the Days Office because he is the Command Duty Driver.

SECOND QUARTER 1997



MARGARITA TORRES

Margarita Torres has been with the U. S. Naval Hospital for 27 years and remembers when she had to drive to Bundy where the Hospital was at that time.

She is currently working in the Family Medicine Center and this is the Third time that she has been selected as the Civilian of the Quarter.

Margarita plans on volunteering for the hospital even after she retires.

Congratulations to the following Award's recipients:

*Julieta Jensen, Letter of Commendation
Rafael Cintron, Letter of Appreciation
Margarita Torres, Letter of Appreciation
Heriberto Cordero, Certificate of Appreciation
Carlos Rosario, Certificate of Appreciation
Carmen Pacheco, Certificate of Appreciation*

*Harriet Caines, Meritorious Service Award
Cesar Colon, Certificate of Appreciation
Henot Roman, Certificate of Appreciation
Victor Pacheco, Certificate of Appreciation
Virgilio Garcia, Certificate of Appreciation*

Civilian Employees Association (CEA) "OPEN HOUSE"

by Janet Perez-Davis,

CEA Secretary

In 1996, the Civilian Employee Association was brought into existence by the Civilian Advisory Board.

On June 26, 1997 the CEA had the first Election of Officers and Vocals. The Officers elected are:

Dr. Joaquin R. Mendez, President

Maria Villanueva, Vice President

Janet Perez-Davis, Secretary

Reynaldo Rivera, Treasurer

The vocals are: Kathy Birdsong, Eva Bonilla, Jose Hernandez, Maritza Gibson, Angel Villalba, Evelyn Gomez, Adelaida Morales, Aracelis Delgado, Robert Cruz and, Carmen Cook.

Today we are trying to make the CEA's work more challenging and rewarding than ever before. The Association promotes good public relations between the military community as well as civilians projecting a positive image in and out of the institution.

During our monthly meeting members become involved in "brainstorming" for Ideas on how to improve the association, meetings and funding activities.

We will keep you informed and stay in touch through the Caribbean Pulse, and CHCS. CHCS will allow us to keep track of new employees as well as all news on members of the association. Members will provide information and resources to help the CEA become a more effective contributor to the organization.

We will continue to create and promote ideas for future activities that will generate funds for the association and special events.

It is our hope to reach all goals and help in the evolution of the association.



"Civilian History Month"



To commemorate Civilian History Month, some of our officer's took over mess duty and served lunch. Captain Zabel, Director Nursing Services, Captain (Sel) Torres and Commander Kinney, Director for Administration, decided to take charge of the galley.

TOTAL QUALITY LEADERSHIP

by HMC Horn-Cruder

With the Total Quality Leadership philosophy comes some unique terminology. I will explain some of the words associated with the TQL vocabulary in order to help all of us become familiar with the language.

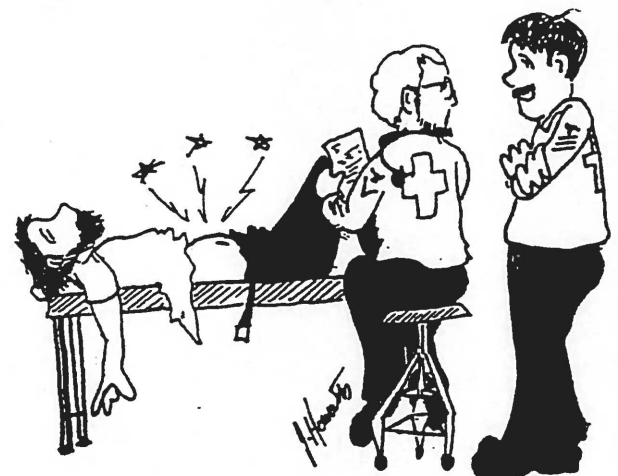
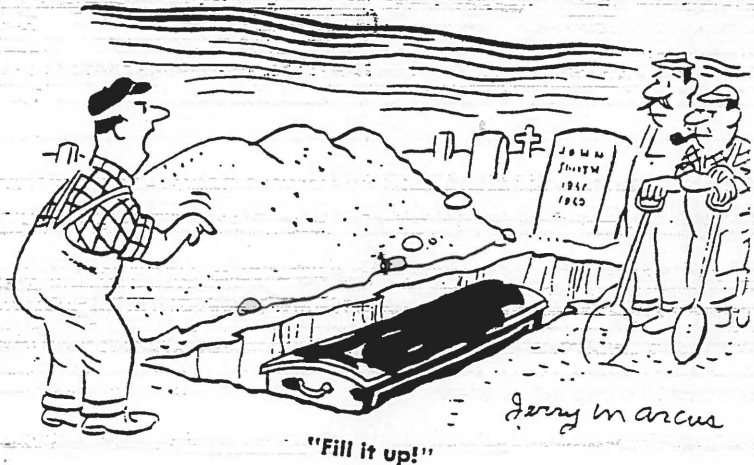
At this hospital we have 7 Process Action Teams and Working Groups. These teams have been formally chartered by the Executive Steering Council (ESC) or the Performance Improvement Council (PIC) to address opportunities for improvement that have been identified in processes that cut across Department/Directorate lines.

Teams currently at work are General Military Training, Inpatient Care, Family Medicine Center, Pediatric Asthma Critical Pathway, Emergency Room and Chief of the Day and Referral Task Force Working Group. In addition to the Process Action Teams and Working Groups, there are numerous departmental teams working throughout the command. A Departmental Team is made up of individuals who get together to improve a process within their work spaces.

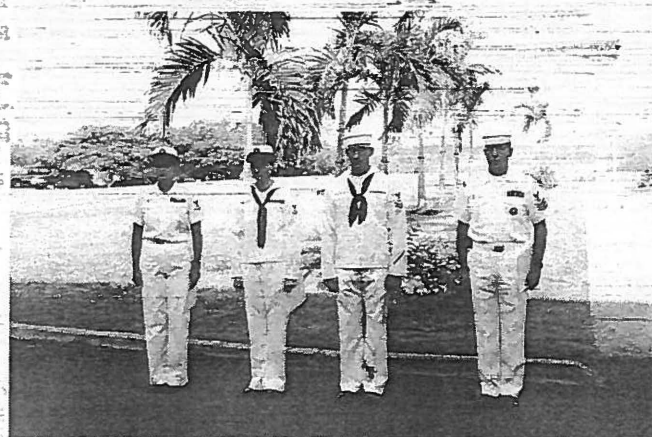
All of these activities that contribute to improvement constitute Kaizen-The-Japanese Term for continuous improvement. Kaizen means gradual, unending improvement, doing small things better, which results in setting and achieving higher standards in whatever we do.

Another term in TQL is benchmarking. This is continuous process of measuring ones product, services and practices against the best anywhere in the world. This does not mean, however, that an airline must limit its comparison to another airline or a hospital to another hospital. Rather, the comparison must be against the toughest competitors or those recognized to be the best in that class. As an example, if a hospital wanted to improve its admission process, it might Benchmark against a hotel known for its superior check-in procedure.

If you have any questions or are interested in learning more please contact our Total Quality Leadership Department at 865-5771.



U. S. NAVAL HOSPITAL PRIDE AND PROFESSIONALISM



Friday's are designated as the commands "Pride and Professionalism Day" Every Friday we do something very special and unique, we all gather in formation for Morning Colors, conducted by our outstanding Color Guard. Upon completion of Colors, Captain Lorenzen takes the opportunity to present awards and recognize the accomplishments of the staff, active duty and civilians.

It is a joyous occasion used to celebrate us!!! The proud staff!!!



WOMEN'S MEMORIAL DEDICATION CEREMONY

by DT1 Paulette Hardie

Courtesy of the Women's Memorial Foundation the first major memorial to honor the nearly two million women who have served in defense of our nation will be dedicated at the gateway to the Arlington National Cemetery in Washington, D.C. October 18, 1997. Approximately 30,000 women are expected to attend.

The historic event will be commemorated over four days of activities:

16 October 1997

A Star Studded Black Tie Gala Dinner

17 October 1997

Reunion reception at the Washington D.C. National Guard Armory

18 October 1997

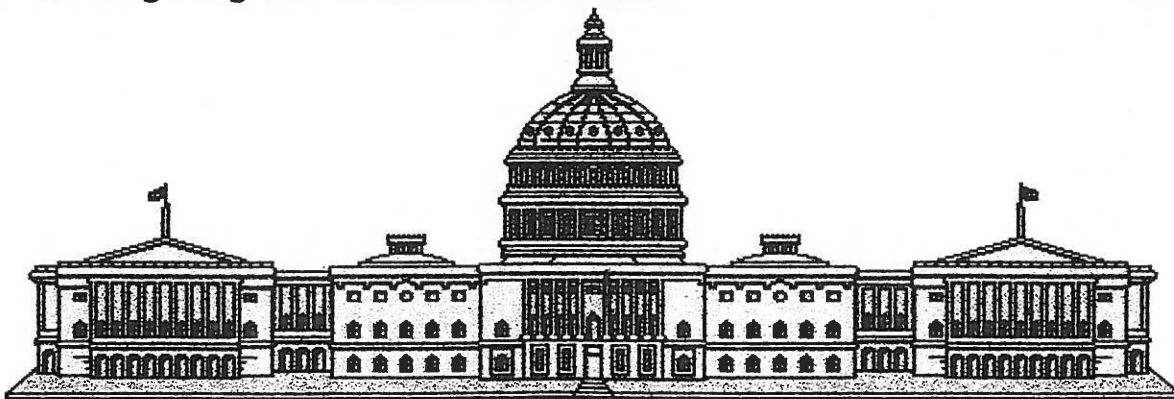
Dedication Ceremony for the Women's Memorial followed by a candlelight march from the Lincoln Memorial to the Women's Memorial

19 October 1997

Service of Remembrance, and a "Time to Give Thanks" service at the Amphitheater of the Arlington National Cemetery

The Administration, Members of Congress, Foreign Dignitaries, military and business leaders from across the country will be attending this historic affair.

The Memorial is a tribute to all women who have served in the military, honoring and recognizing their incredible contributions.





SABANA SECA BRANCH MEDICAL CLINIC

Captain Lorenzen visited the Branch Medical Clinic, Sabana Seca to present the staff personnel with Letters of Appreciation for their outstanding teamwork and willingness to put in the extra hours needed to relocate the clinic.

The clinic is undergoing renovations and the staff moved to a vacant house which is now the temporary Medical Clinic.

CONGRATULATIONS

HM2 Harmon
HM3 Clements
HM3 Brown
HN Legrand
HM2 Schuyler

HM2 Candelario
HMC Reale
HM3 Lewis
HM1 Resto

(HM2 Schuyler not in picture)



The U. S. Navy Memorial Celebrates 10th Anniversary

The U. S. Navy Memorial is celebrating its 10th anniversary in 1997. The Memorial is located in downtown Washington, DC and is a proud and moving monument to all who have ever served in the U. S. Navy. Included in the Memorial is a Navy Memorial Log. This is an electronic log that allows current and former Navy members to enter data about themselves and to tell a little bit about their Navy Story. Presently the Navy Memorial Log honors more than 240,000 veterans of the sea.

If you are interested in having your name placed in the Navy Memorial Log and having it available on the internet through the Navy Memorial Homepage, you can contact Captain Lorenzen through email to get an application.

Free Admission To View Naval Heritage Center's At Sea Film

The Naval Heritage Center located next to the Navy Memorial in Washington, DC is granting all active duty military personnel free admission to "AT SEA", the award winning 36 minute film about naval personnel serving in a deployed battle group. The 70mm film is shown on a 52 foot wide, two story high screen with digital sound. The Navy Memorial Foundation encourages military personnel traveling in the Washington, DC area to visit the Naval Heritage Center. The film is shown three times daily Tuesday - Saturday.

Did you know that those Campbell Soup labels can assist the National Home? What is the National Home? This is a place where our deceased veterans wives and children can live when they have no other place to live. The National Home cares for them and makes sure they are given a good education. The Veterans of Foreign War (VFW), Ladies Auxillaries around the world collect these soup labels and send them to the National Home where they turn them into cash for the support of the home.

I am a member of the VFW Ladies Auxillary, Choctawhatchee Post 7674 in Fort Walton Beach, Fl. If you would like to assist us you can drop off your labels to me and I will make sure they are sent!

Thanks DT1 Paulette Hardie

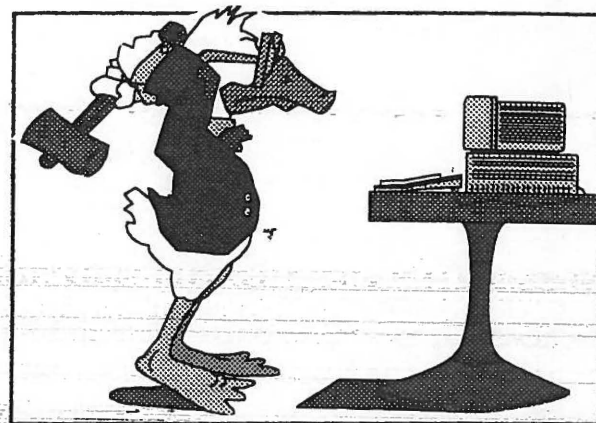
**THE MEDICAL SERVICE CORPS
CELEBRATES ITS 50TH BIRTHDAY**



Captain W.F. Lorenzen
Commander Bill Kinney
LCDR Jose Ramos
LCDR Osker Dugger
LCDR Lanney Boswell
LCDR Raymond Anderson
LT Alejandro Alvarado
LT Arthur Anthony
LT Saga Burgess
LT Andrew Davidson
LT Brian Farmer
LT Leroy Harris
ENS Diana Kelsch
LT Patricia McCafferty
LT Melody McMath
LT Danny Mingus
LT Luis Perez
LT Fortunato Picon
ENS Fernando Quintana
LT Ann Weisz

**THE DENTAL CORPS
CELEBRATES ITS 85TH BIRTHDAY**

CDR Bruce Thomas
LT Melissa Lee



"THE END"

The Caribbean Pulse, Quality in Action
U.S. Naval Hospital, Roosevelt Roads

Captain W.F. Lorenzen, Commanding Officer
Captain J.E. Fajardo, Executive Officer
Lt. Brian Farmer, Public Affairs Officer
HMCN L. Bailey, Command Master Chief
DT1 Paulette Hardie, Editor/Photographer
HM3 Zigmund, Assistant Editor

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